

Step-By-Step Guide to Finding the Right Doctor

Are you considering enrolling in Sutter Health Plus? While switching health care plans and providers can seem like a daunting task, it's much easier than you think. The City of San Jose created this step-by-step guide to help walk you through the process of finding the right medical provider for you and any covered dependents.

As a member of Sutter Health Plus, your first step is finding a primary care physician (PCP) and any other specialists you may need. To get started, visit www.sutterhealthplus.org and use this guide to walk you through each step.

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About Your PCP

When you join Sutter Health Plus, you will choose a PCP. Your PCP provides most of your primary health care and coordinates care you may need from other providers. Your PCP will refer you as needed to providers for specialty care, X-ray, laboratory and other medical services. If you do not choose a PCP, Sutter Health Plus will assign one to you. When you choose your PCP, you are also selecting a medical group.

Many covered services, including visits to a specialist, require a referral or prior authorization from your medical group. Your PCP will make referrals to specialists within the same medical group. If you know you need specialty care and have a specific specialist in mind, check the directory to see what medical group the specialist is in. Make sure you choose your PCP within that medical group. To change your PCP, please call Sutter Health Plus Member Services or visit the Sutter Health Plus Member Portal at <https://shplus.org/memberportal>.

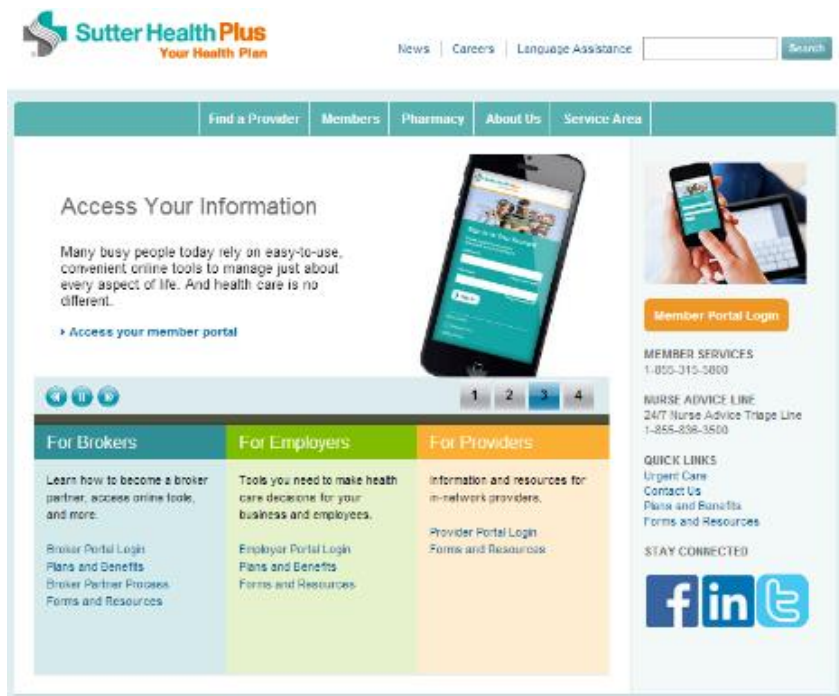
You can access emergency and urgent care when you need it from any facility, in or out of the Sutter Health Plus network, without a referral.

IMPORTANT NOTE: Sutter Health Plus has a service area in which it offers health care coverage. Not all Sutter Health affiliated hospitals and physician organizations are included in the Sutter Health Plus network. For example, while Palo Alto Medical Foundation (PAMF) in Santa Clara is in the Sutter Health Plus network, PAMF in Santa Cruz is out-of-network as it is not in the HMO's service area.

Find a PCP

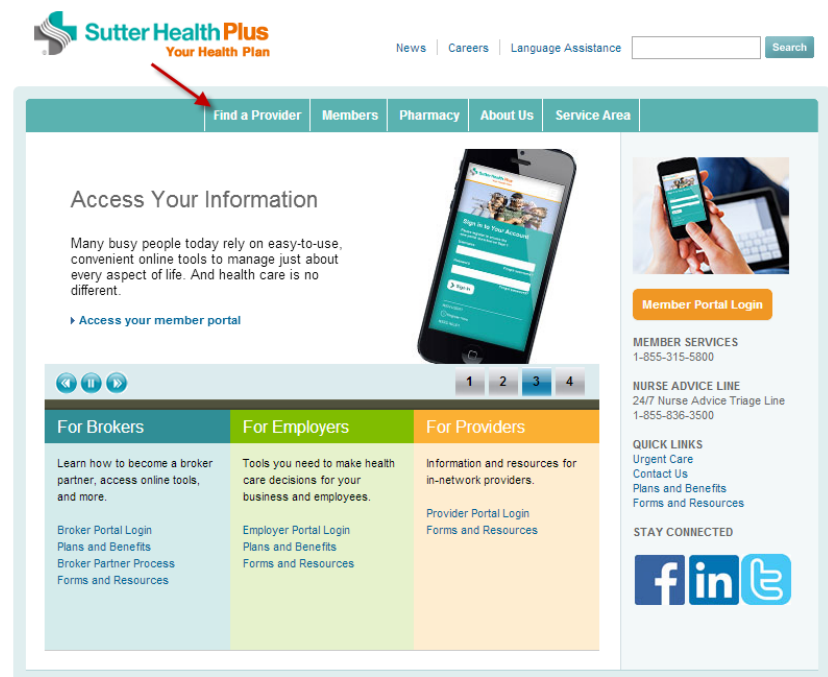
Go to -> sutterhealthplus.org

Please note: You must visit the Sutter Health Plus website to find providers: <http://www.sutterhealthplus.org/>. While it's an affiliate of Sutter Health and its network includes many Sutter Health-affiliated providers, Sutter Health Plus has its own unique website just for members.



In the teal menu bar at the top of the page, click the **Find a Provider** button.

This will take you to the online Provider Locator tool.



Enter the zip code of the area you would like to search and the mile radius.

Within the category, **All specialties:** use the drop-down menu down to select the type of PCP you want. Typically new members may be looking for Family Medicine, Family Medicine or Pediatrics.

Next, check the box: "Show practitioners who are accepting new patients."

Confirm you are using the search field

All specialties:, not Primary care specialties, to yield more results.

Click **Search** to find a list of PCPs.

The screenshot shows the Sutter Health Plus website's Provider Locator. On the left is a sidebar with categories like Urgent Care, Acupuncture and Chiropractic, Behavioral Health, Dental, Pharmacy, Vision, and Health and Wellness. The main area is titled 'Provider Locator' and contains a search form. The form has fields for 'Search for:' (Physician/Practitioner or Facility), 'Zip:' (with a 10-mile radius dropdown), 'Primary care specialties:', 'All specialties:' (highlighted with a red box), 'Preferred medical group:', 'Language spoken:', 'Practitioner gender:', and 'Practitioner last name:'. A checkbox for 'Show practitioners who are accepting new patients' is also present. A red arrow points to the 'Search' button at the bottom right.

Now all you have to do is find the right provider for you!

The menu bar on the left allows you to narrow your search results.

Note their **Provider ID#** as this is required to be entered in eWay to designate your physician.

You can select a preferred language, gender, medical group, and more.

When you choose your PCP, you are also selecting that PCP's Medical Group.

Your Primary Care Physician can be:

- A **doctor of internal medicine** (for adults 18 years and older.)
- A **family practice doctor** (for adults and children of all ages).
- A **pediatrician** (for children up to age 18.
- An **OB-GYN** who meets the plan's eligibility

The screenshot shows the Sutter Health Plus website's Search Results page. On the left is a sidebar titled 'Narrow Results' with links for SPECIALTY, GENDER, and MEDICAL GROUP. The main area is titled 'Search Results' and shows 'Expand your search by removing criteria below: Within 10 miles of 95112'. It lists 'Practitioner 1 - 10 of 300 - Per page: 10 | 25 | 50 | 100'. The first result is 'RICK TO, MD', a Family Medicine physician specializing in accepting new patients. His details include address (87 North 6th St, San Jose, CA 95112), phone (408-279-1081), and a red box highlighting his 'Provider ID#: P000105518'. Other details include 'Provider Type: Primary Care Physician', 'Medical Group(s): Palo Alto Foundation Medical Group', 'National Provider Identifier: 1194756858', 'License #: A80962', 'Gender: Male', 'Board Certifications: Family Medicine', 'Spoken Languages: Data not available', and 'Hospital Affiliations: Data not available'.

With the Provider Locator you can also search for a specific doctor by entering the last name in the “Practitioner last name” field and click Search.

If your doctor is currently part of the Sutter Health Plus network, their name and profile information will be shown.

The screenshot shows the Sutter Health Plus website's Provider Locator. The header includes the Sutter Health Plus logo and navigation links: Home, News, Careers, Language Assistance, and a search bar. Below the header is a teal navigation bar with links: Find a Provider, Members, Pharmacy, About Us, and Service Area. On the left, a sidebar titled 'Find a Provider' lists categories: Urgent Care, Acupuncture and Chiropractic, Behavioral Health, Dental, Pharmacy, Vision, and Health and Wellness. The main content area is titled 'Provider Locator' and contains a search form. The form has a 'Search for:' section with radio buttons for 'Physician/Practitioner' (selected) and 'Facility'. Below this are fields for 'Zip:' and a distance dropdown set to '10 miles'. There are five dropdown menus for filters: 'Primary care specialties:' (No preference), 'All specialties:' (No preference), 'Preferred medical group:' (No preference), 'Language spoken: (in addition to English):' (No preference), and 'Practitioner gender:' (No preference). The 'Practitioner last name:' field is highlighted with a red box and has 'Optional' in a light blue box next to it. At the bottom of the form is a checkbox for 'Show practitioners who are accepting new patients' and a 'Search' button.


Remember to note their **Provider ID#** as this is required to be entered in eWay to designate your physician.

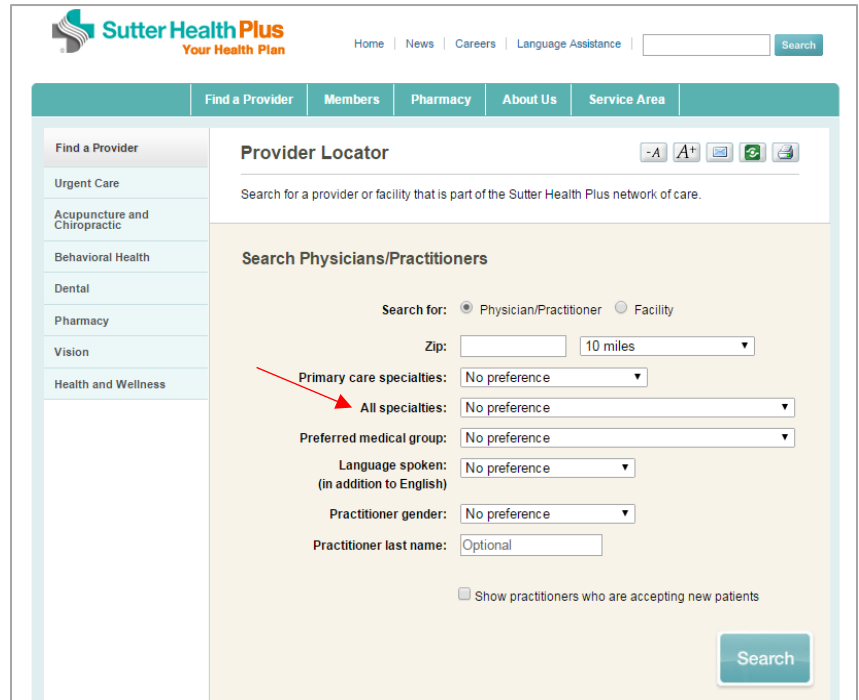
The screenshot shows a provider profile for Rick To, MD. The profile includes the following information: Name: RICK TO, MD; Address: 87 North 6th St., San Jose, CA 95112; Phone: 408-279-1081; Specializing in: Family Medicine; Accepting new patients: Yes (indicated by a green 'Accepting' tag). A red box highlights the 'Provider ID#: P000105518'. Other details include: Provider Type: Primary Care Physician; Medical Group(s): Palo Alto Foundation Medical Group; National Provider Identifier: 1194756858; License #: A80962; Gender: Male; Board Certifications: Family Medicine; Spoken Languages: Data not available; Hospital Affiliations: Data not available.

Find a Specialist

Looking for a specialist? Your PCP is affiliated with a medical group and will make a referral to a specialist within the same medical group. If you would like to search for a specialist, make sure that specialist is part of the same medical group as your PCP. For example, if your PCP is part of Palo Alto Medical Foundation, your specialist will also need to be with Palo Alto Medical Foundation.

Within the All specialties category, use the drop-down menu to select the type of specialist you are looking for.

Next click  for a list of specialty providers.



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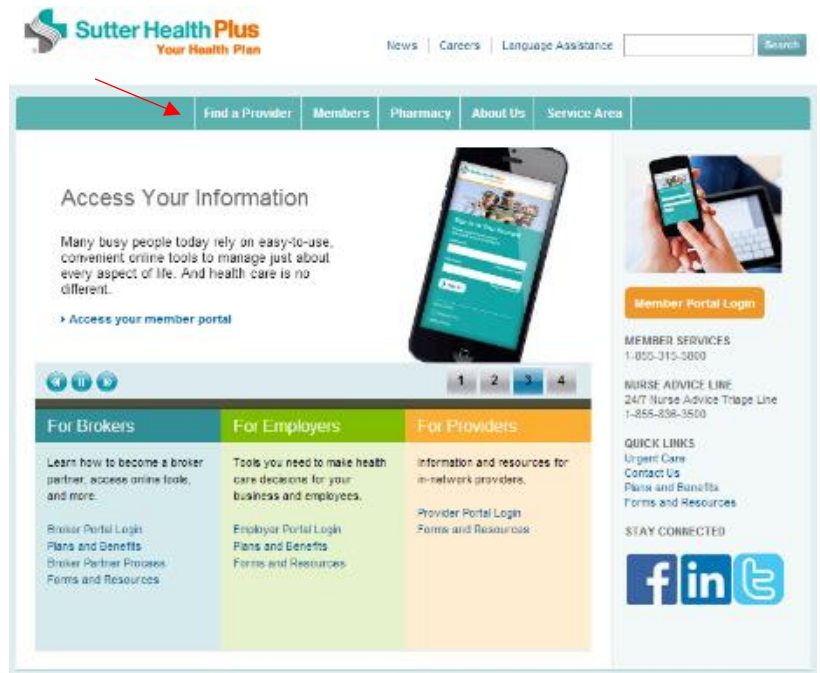
Find an Urgent Care Facility

Go to -> Sutterhealthplus.org

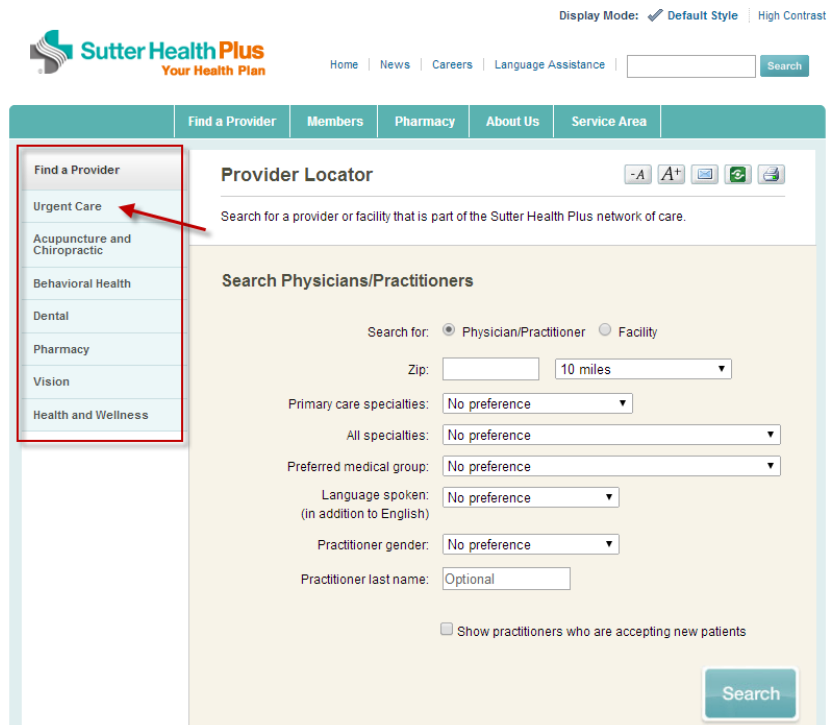
Please note: You must visit the Sutter Health Plus website to find providers: <http://www.sutterhealthplus.org/>. While it's an affiliate of Sutter Health and its network includes many Sutter Health-affiliated providers, Sutter Health Plus has its own unique website just for members.

In the teal menu bar at the top of the page, click the **Find a Provider** button.


This will take you to the online Provider Locator tool.



Select the **Urgent Care** button from the menu bar on the left.



Did you know 50% of CSJ employees who were seen in an emergency room last year could have gone to an urgent care facility? Save time and save money by visiting an urgent care instead of an emergency room for any non-emergency illness or injury.







Sutter Health Plus
 Your Health Plan

[Home](#) | [News](#) | [Careers](#) | [Language Assistance](#) |

[Find a Provider](#) | [Members](#) | [Pharmacy](#) | [About Us](#) | [Service Area](#)

Find a Provider > Search Results

-A A+
 




Narrow Results

Click on the links below to narrow your search

MEDICAL GROUP
FACILITY


- Elk Grove Urgent Care
- Golden Gate Urgent Care
- Med 7 Urgent Care
- MedCare Medical Center
- Palo Alto Medical Foundation, Urgent Care
- Pediatric Urgent Care of Sacramento
- Sutter East Bay Medical Foundation, Urgent Care
- Sutter Urgent Care, Davis
- Sutter Urgent Care, Elk Grove
- US Health Works
- [More...](#)

CITY

- Berkeley
- Castro Valley
- Elk Grove
- Fremont
- Oakland
- Palo Alto
- Roseville
- Sacramento
- San Francisco
- San Mateo
- [More...](#)

Search Results

Expand your search by removing criteria below:

 Urgent Care

Facility 1 - 10 of 36 - Per page: [10](#) | [25](#) | [50](#) | [100](#)

[Next](#) | [Last Page](#)

Alameda Centre Physicians

501 South Shore Center West, #103-C
Alameda, 94501
510-769-1118

Medical Group(s): Alta Bates Medical Group
National Provider Identifier: 1255536173

Facility Type
 Urgent Care
Accepting new patients

Elk Grove Urgent Care

9045 Bruceville Rd., Ste. 100
Elk Grove, 95758
916-479-9110

Medical Group(s): Sutter Medical Group - Solano, Sutter Medical Group, Sutter Independent Physicians
National Provider Identifier: 1285812024

Facility Type
 Urgent Care
Accepting new patients

Golden Gate Urgent Care

2395 Lombard Street
San Francisco, 94123
415-796-2242

Facility Type
 Urgent Care
Accepting new patients

Find a Behavioral Health Professional

Go to -> sutterhealthplus.org

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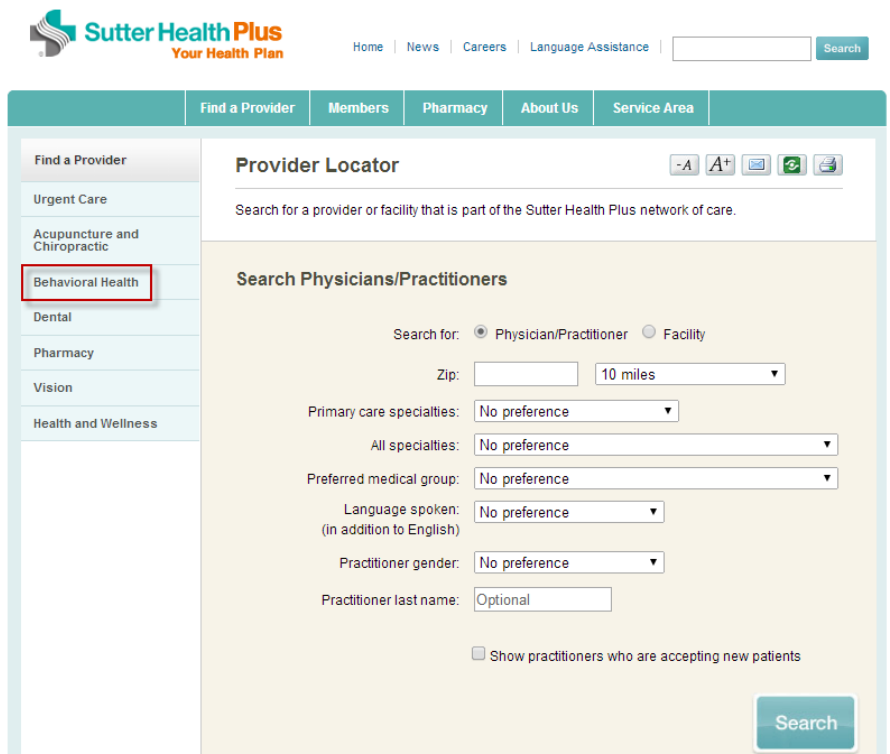
In the teal menu bar at the top of the page, click the **Find a Provider** button.

This will take you to the online Provider Locator tool.



Using the menu bar on the left, select

Behavioral Health.



Behavioral Health Benefits are provided by U.S. Behavioral Health Plan, California. To find a doctor, click on [Finding a provider](#) or for more information click on [Care and services](#).

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You will then be redirected to the Live and Work Well site where you can find 24/7 mental health support.

The screenshot shows the liveandworkwell website. The header includes the liveandworkwell logo and the text: "If you feel you cannot wait up to 10 days for an appointment call us 24/7 for confidential help." Below the header is a navigation bar with links: FIND A PROVIDER, FIND A FACILITY, SEARCH BY NAME, and TELEMENTAL HEALTH. The main content area is titled "Search for support near you." and includes a "Zip code:" field, a "- OR -" separator, a "City:" field, a "State:" dropdown menu, and a "SEARCH" button.

Find and Designate a PCP through eWay

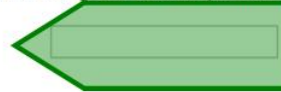
If you are choosing a Sutter Health Plus HMO plan for the first time, simply click on “**Select a Provider**” at the bottom of the medical election page in eWay to look up your preferred physician by name or select one.

Choose a Primary Care Provider ID

Enrollment in this plan requires that you select a primary care provider (PCP) for you and your dependents. Click “Select a Provider” to log on to the plan carrier’s website. When you identify your primary care provider, write down the provider number listed on the website and enter it in the field below (if you choose not to designate a PCP at this time, enter “NONE”). Click “Dependent Provider List” if you would like to designate different PCP’S for your dependents.

Once you submit your enrollment elections, all PCP designations will be transmitted to the plan carrier. Future primary care provider changes must be requested through the plan carrier directly.

**Enter
Provider ID#
Here.**



Select a Provider

Note their **Provider ID#, (not the **National Provider Identifier**)** as this is required to be entered in eWay to designate your physician. If you have not selected a PCP, please type **NONE**. You will not be able to complete your Open Enrollment Sutter Health Plus election changes without typing in the correct **Provider ID# or NONE**.

Please note, if you do not select a **Primary Care Physician** during enrollment, Sutter Health Plus will automatically assign one to you in the proximity of the City Hall address.

San Jose, CA 95112
408-345-0987

Provider ID#: P000856743

USE this.

Provider Type: Primary Care Physician

Medical Group(s): Palo Alto Foundation Medical Group

National Provider Identifier: 1357986410

**Do NOT
Use.**

License # A80962